Winnipeg Quality of Life Project
Phase One Report

Submitted to Neighbourhoods Alive!

and

The Winnipeg Inner-City Research Alliance

The Winnipeg Quality of Life (WQL) project was funded in 2001 by the Winnipeg Inner city Research Alliance and Neigbourhoods Alive!. The initial year of this project was conceived as the first stage in the building of a network of residents and community groups that would participate in the development of a tool for measuring the quality of life in Winnipeg.

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Winnipeg Quality of Life Project

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Abstract: Winnipeg Quality of Life Project

This project addresses the lack of neighbourhood statistical data and survey information on the quality of life in the inner city available to community groups.   Many organizations and individuals in Winnipeg's inner city are working to enhance individual quality of life in the inner city and to raise the standard of living. However, there is no adequate way, at this time, to measure change occurring in neighbourhoods. Inner city organisations and larger governmental and non-governmental organisations collect data useful to measure outcomes of specific programs and general social trends; unfortunately these data and the survey instruments used are not standardized between organizations. It is difficult to use these data when measuring the community-wide impacts of programs, perceptions of residents, and the social or economic progress of neighbourhoods and communities.

Phase One

In year one, the project team met the following primary objectives:

Worked with community partners to identify baseline indicators that can be used to measure the economic and social well-being of communities in subsequent years.

Designed and delivered a survey that will provide information on community well-being. The results will be used to compare the perceptions of Winnipeg residents (subjective data) to the statistical data (objective data) available to this project. The findings will assist in the development of baseline indicators to measure the impact of projects currently running in the inner city.

Phase Two

In the second year of the project, we will meet with the community partners to disseminate and evaluate the survey findings. The meetings will include assisting community partners with the interpretation of the survey results, especially if they have not previously worked with data. Using the report produced in year one, a document will be created that can be used as a teaching tool with organizations or individuals who want to know more about how to understand survey results or what type of question you can ask from the data we are collecting.

 Results will be posted on Seed Winnipeg's and the Manitoba Centre for Health Policy's websites and reports will be printed. Community meetings will be held to discuss the findings. The final part of the second year will include evaluating the project, and if evaluations are favourable, we will apply for funding to repeat the survey.

Phase Three

One of the objectives of this project is to gather information to measure change in communities. For this reason, each participant was asked, "Can we have permission to contact you in two years time?"   Eighty percent of the participants responded yes to this question. The ability to gather information from the same individuals over time would allow for an analysis of the data that could better attribute cause and effect. Currently, we have data from one point in time that does not allow for this type of analysis.

Highlights: Winnipeg Quality of Life Project

Correlation of Objective and Subjective Data
- We examined the correlation between the subjective data gained from the Winnipeg Quality of Life survey and the objective data available to the project. It was found that the participants' perceptions of housing, health and crime were close to the information from the 'objective data. Conversely, the participants' perceptions of recreation programs did not correlate positively with the information we had on programs. There is a substantial divergence between what programs are offered in a community and what residents perceive to exist.
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Recreation Services:
- While the objective data told us that recreation services were equally available in the inner city and in the non-inner city, the information we received from the survey told us a different story. Twenty-five percent of inner city and 41percent of non-inner city respondents rated the availability of programs as excellent to very good; 39 percent of inner city residents reported the availability of programs as fair to poor compared to 20 percent of non-inner city participants.

- Participants were asked if they had used recreation facilities/ services within the previous year. Sixty-eight percent of the inner city and 77 percent of non-inner city respondents had used recreation facilities.

Participation in Voluntary Organizations
- Respondents was asked if they had participated in a voluntary organization within their community centre area within the previous year. Twenty-six percent of inner city residents and 39 percent of non-inner city residents reported participation in voluntary organizations.

Library Services
- Each participant was asked whether or not they had used a Winnipeg Public Library within the year prior to their opinion on the quality and availability of the service. Forty-six percent of inner city participants and 50 percent of non-inner city residents without a university degree had used the library two or more times within the previous year. Sixty-one percent of inner city and 70 percent of non-inner city residents with a university degree had used the library two or more times in the previous year.

- Thirty-two percent of inner city residents responded that the availability of library services was Fair or Poor compared to 18 percent of non-inner city residents.

- With the exception of the Central Library, which is located in the downtown area, libraries are open fewer hours in the inner city areas in which a smaller percentage of residents have post-secondary education. There is some overlap between these areas and the inner city areas found to have fewer recreation programs.

Emotional Problems
-   Participants were asked if they had accomplished less at work or at other regular daily activities due to an emotional problem. The responses between inner and non-inner city were not far apart. Thirty-five percent and 28 percent of non-inner city residents said that they had accomplished less due to an emotional problem.

Emotional Problems and Housing
-   It was found that individuals who thought that their housing was of poor quality, in particular, those participants living in the inner city, were more likely to have experienced emotional problems. Of the people who experienced emotional problems, 53 percent of inner city residents and 16 percent of non-inner city residents classified the housing in their neighbourhoods as being in fair or poor condition.

Financial Services
-   Thirty-eight percent of inner city residents with a annual household income less than $30,000.00 and 24 percent of non-inner city residents reported the availability of financial services as fair or poor. Close to 40 percent of inner city and non-inner city participants reported the financial services that they receive as good.

Shops and Services
-   Participants were asked about the availability and quality of shops and services in their neighbourhood. Forty-seven percent of inner city respondents and 57 percent of non-inner city respondents with an annual household income less than $30,000.00 reported the availability of shops and services as excellent or very good.

-   Twenty-one percent of inner city participants and 12 percent of non-inner city residents with household incomes less than $30,000.00 rated the quality of shops and services in their community as fair or poor.

Protection (police) Services
-   The responses received from participants as to the accessibility of protection (police) services for their community varied between the inner and non-inner city. Thirty-five percent of inner city residents with incomes over $30,000.00 rated the quality of services in their neighbourhoods as excellent or very good compared to 47 percent of non-inner city residents. Thirty-four percent of inner city participants with incomes less than $30,000.00 rated quality of services as fair or poor compared to 24 percent of non-inner city residents.

Public Transport
-   Public transit was the category in which the inner city and non-inner city residence had the greatest agreement. Eleven percent of inner city and 11 percent of non-inner city residents with incomes less than $30,000.00 rated public transit as fair or poor.
-   Public transit was the category in which the inner city and non-inner city residence had the greatest agreement. Eleven percent of inner city and 11 percent of non-inner city residents with incomes less than $30,000.00 rated public transit as fair or poor.

Childcare Services
- Childcare was the service category in which all participants had the greatest dissatifaction.

- Thirty-one percent of inner city respondents and 24 percent of non-inner city respondents with an annual household income less than $30,000.00 reported the availability of preschool childcare as excellent or very good. Twenty-seven percent of inner city residents with a annual household income less than $30,000.00 and 44 percent of non-inner city participants reported the quality of preschool services as good.

- Thirty-nine percent of inner city residents with a annual household income less than $30,000.00 and 36 percent of non-inner city residents reported the availability of school-age childcare as fair or poor.

- Thirty-two percent of inner city participants and 32 percent of non-inner city residents with household incomes less than $30,000.00 rated the quality of school-age childcare in their community as fair or poor.

Participation at a Block Party
- Twenty-six percent of inner city respondents and 41 percent of non-inner city respondents with an annual household income less than $30,000.00 reported that they would be very comfortable in participating in a block party.

Comfort with Approaching a Neighbour for Assistance
- Participants were asked how comfortable they would be approaching a neighbour for assistance to complete a task such lifting an object. Fifty-seven percent of inner city respondents and 77 percent of non-inner city respondents with an annual household income less than $30,000.00 reported that they would be comfortable or very comfortable in requesting assistance

Walking in the Neighbourhood at Night
- Fifty-eight percent of inner city respondents and 75 percent of non-inner city respondents with an annual household income greater than $30,000.00 reported that they would be comfortable or very comfortable walking in their neighbourhood at night. Twenty-three percent of inner city residents and nine percent of participants with an income greater than $30,000.00 said that they would be uncomfortable or very uncomfortable walking in their neighbourhoods at night.

Section One: Break Down of Year One Objectives

1.1 Work with community partners, government representative and academics to identify indicators that can be used to measure the economic and social well-being of a community:
  How Accomplished:
Held four meetings with community members and kept in contact by e-mail and phone. The following groups or individuals attended meetings in year one. (Representatives from the Winnipeg Foundation and from Manitoba Conservation have requested invitations to future meetings.)

MA MAWI WI CHI ITATA Centre
Child Guidance Clinic
North End Renewal Corporation
Institute of Urban Studies
Health Canada
Winnipeg School Division One
Healthy Child Manitoba
St. Boniface School Division
Manitoba Centre for Health Policy
Spence Neighbourhood Association
Seed Winnipeg
Social Planning Council of Winnipeg
City of Winnipeg United Way
Community and Economic Development Committee of Cabinet
West Broadway Development Corporation
Winnipeg Regional Health Authority
City of Winnipeg

1.2 Design a survey in collaboration with community groups and government organizations
  How Accomplished: Survey designed with input from community groups given at the meetings and in e-mails (See Appendix A).

1.3 Deliver the survey to residents in Winnipeg's community centre areas and the Downtown area.
  How Accomplished: The proposal was submitted to both the University of Manitoba's Ethics Committee and the Health Information Privacy Committee; this process was completed on May 26,2002. As soon as approval to proceed was received, interviewers were hired and community residents were contacted about participating in the project. The selection of individuals to participate in the study was based on area of residence, age and sex. In an effort to obtain a representative sample from the inner city, we over-sampled the inner city areas.

1.4 Use Community Boundaries that Reflect Existing Communities
 How Accomplished:

Initially, the areas that were to be included in the study were defined by community centre areas that fell inside of the Winnipeg Inner city Research Alliance (WIRA) definition of inner city. This approach did not recognize the West Broadway community as separate from Robert A. Steen community centre area and the Spence Neighbourhood was folded into the Orioles community centre area. The Downtown area was not included as it did not have a community centre area. Adjustments were made in order to include the West Broadway, the Spence Neighbourhood and the Downtown as separate communities. (See Figure #1)

Figure 1: Revised Boundaries and Inner City Communities
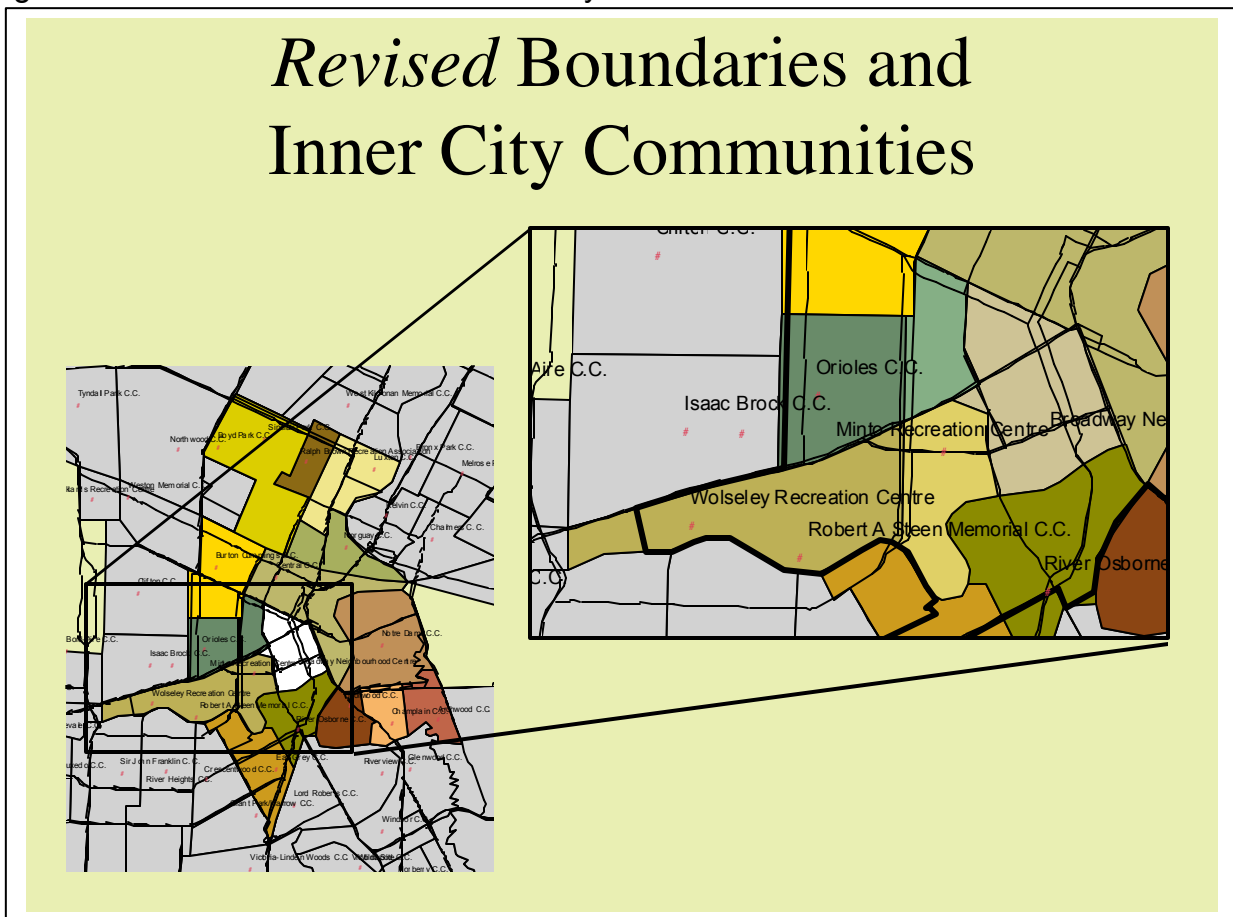
Manitoba Centre for Health Policy 2003

1.5 Hire low-income individuals from the inner city to work on the survey
 How Accomplished:

An interview manual was developed to train the interviewers, and twenty-six people completed the interview training. Twenty of these individuals were women, six were visible minorities, and nine were students. Six people were trained to make the phone calls and they each received 4 hours training. Eleven people were given the training necessary to drop of

surveys, respond to questions about the survey and to maintain an Excel file of their community participants. These individuals were paid for each survey delivered and returned. This includes surveys that were not completed if there was a written explanation given as to why the survey was not completed. Of the forty-three people working on the project, 27 were inner city residents.

1.6 Collect Demographic Information
How Accomplished:

The survey contained 5 demographic questions; number of people in household, their ages, education, source of income and household income; age, sex and location of residence (postal code) was documented at the time of the initial phone contact.

1.7 Obtain a Representative Sample of the population from Each Community
How Accomplished:

Participant Selection:

A random digit dialing program was used to generate 7 digit numbers. These numbers were used to contact potential participants.

Figure 2: Community Centre Areas With More Than Ten Respondents as of April 15, 2003

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Demographic information was used to select individuals for participation in the study. It was a stated goal of the project of recruit 20 individuals from each community centre area to participate in the study with an emphasis on ensuring representation from inner city residents. Over 30,000 phone calls were made and in most cases, this goal was accomplished.

In the situations where 20 surveys were not returned, we have been assured that our projections from existing responses will be of value to community planners.

Survey Retrieval

Delivering and retrieving surveys in the inner city is more difficult because of the number of participants who live in apartment buildings, and because they are more mobile and more prone to having not-in-service phones. For this reason, the deadline under which surveys could be returned was extended until May 2nd in an attempt to retrieve all of the surveys from individuals agreeing to participate in the project. On April 15, the information from 1,057 surveys was entered into a database by an electronic data entry service. We will be doing a final run to incorporate all of the data

Of the individuals who have returned their surveys, 956 participants identified their community centre on the survey form; 20(189) percent were from the inner city and 80(767) percent were from the non-inner city. The missing information for this question will need to be entered manually. Approximately, 20 percent of Winnipeg residents live in the inner city as defined by the WIRA guidelines. As the inner city area was oversampled, this percentage should increase when the responses are reviewed manually and we are able to retrieve more of the surveys. (See Figure # 3)

Figure 3: Inner City and Non-Inner City Population Comparisons
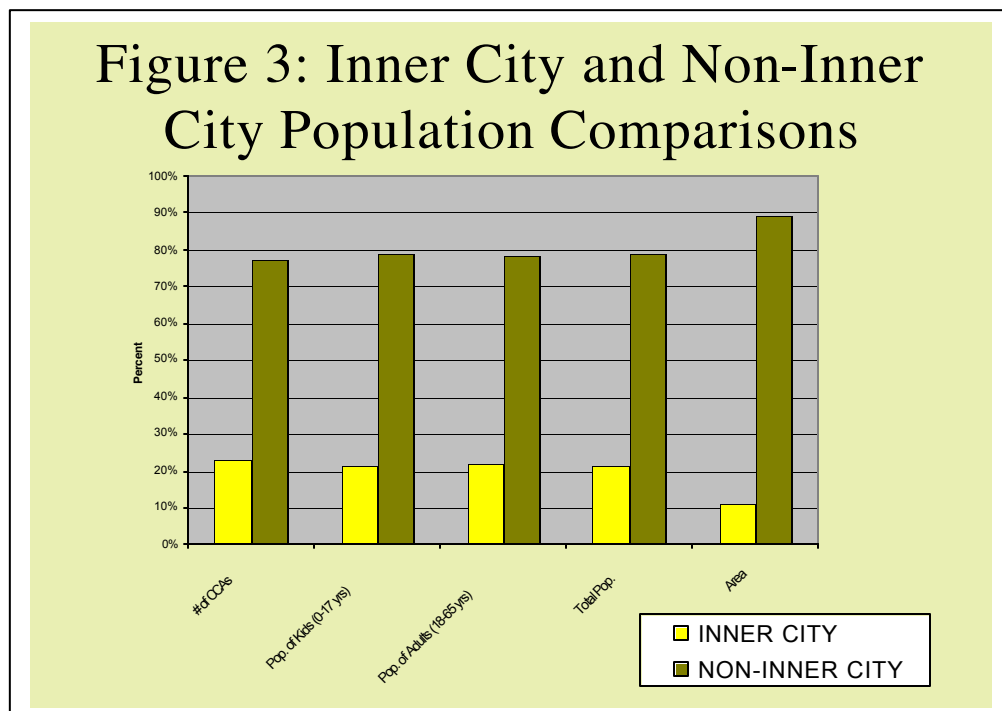
Who Participated

- Completed surveys have been received from 1057 participants. Of the individuals who have returned their surveys, 956 participants identified their community centre on the survey form, 20(189) percent were from the Inner city and 80(767) percent were from the non-inner city. Thirty-eight percent of the inner city participants lived in homes in which the household income was less than 30,000 and 25 percent of the participants from the non-inner city lived in residents where the household income was less than 30,000. (See Figure #4)

Figure 4: Income Categories of Respondents from Inner City and Non-Inner City Community Centre Areas

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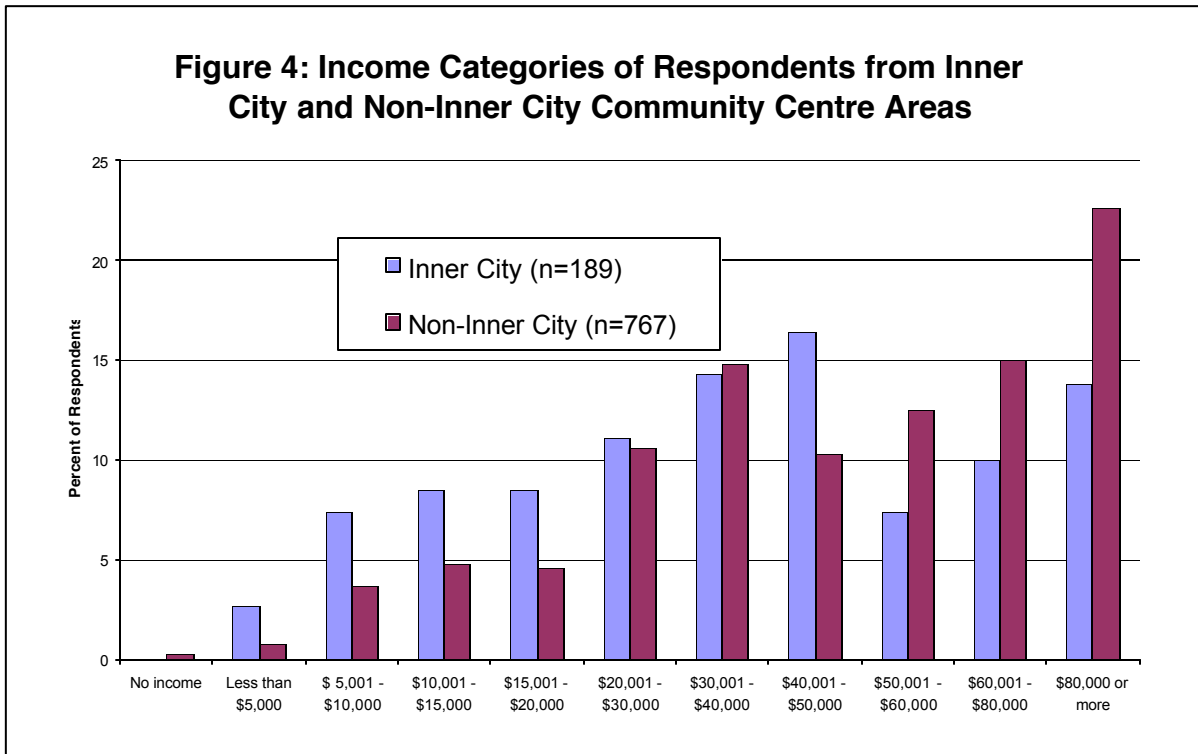
1.8 Develop Evaluation Categories or Data Clusters
How Accomplished:

The survey contained 64 questions on community quality of life. The Quality of Life questions were sorted into nine categories for analysis purposes. Each question or variable may then be examined individually or part of a category.   The analysis may also include information gained from the databases the Manitoba Centre for Health policy has for use in research projects. (See Appendix B) The categories created for the Winnipeg Quality of Life survey questions are as follows:

i.   Environment / Surroundings
ii.   Crime / Safety
iii.   Transportation / Getting Around
iv.   Financial Employment
v.   Schools / Child Care
vi.   Social Programs
vii.   Involvement / Participation
viii. Cohesion / Comfort (Neighbourhood)
ix.   Health

1.9 Collect Information to Facilitate the use of Neigbourhood Clusters
How Accomplished:
The database was set up to enable the sorting of data into four different neigbourhood or community configurations (See Figure #5):

i.   12 community areas
ii.   25 community clusters
iii.   74 community centre areas (Revised boundaries)
iv.   228 neighbourhoods

The ability to group neighbourhoods together is an essential component of this project for two reasons:

i.   When communities or neighbourhoods with similar demographics are
          grouped together it increases the power of the analysis.
ii.   The size or level of geography used in the analysis depends on the questions
          that are being asked; for example, crime or housing can be examined at a
          neighbourhood level while recreation programs should be analyzed at a
          community cluster or centre area because they do not occur in every
          neighbourhood.

Figure 5: Possible Neigbourhood Groupings or Clusters

12 Community Areas

25 Neighbourhood Clusters

74 Community Centre Areas

228 Neighbourhoods
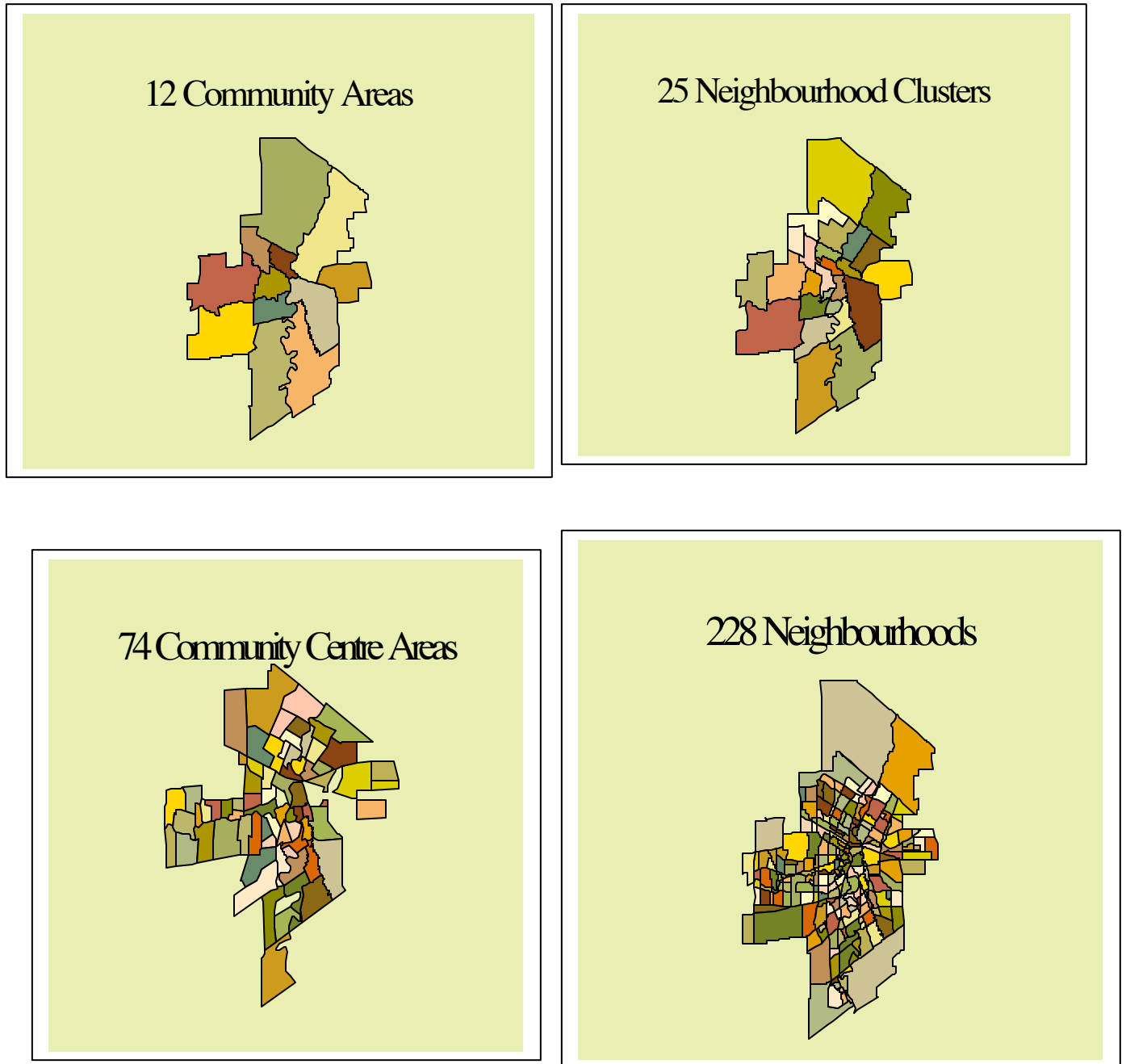
Manitoba Centre for Health Policy
2003
(Maps do not precisely represent the size and shape of each community)

Section 2: Preliminary Results

2.1 Correlation between Objective and Subjective Data

It was a stated objective of this project to obtain survey findings with which to compare the perceptions of Winnipeg residents (subjective data) to the statistical data (objective data) available to this project, and to assist in the development of baseline indicators to measure the impact of projects currently running in the inner city.

We examined the correlation between the subjective data gained from the Winnipeg Quality of Life survey and the objective data available to the project. It was found that the participants' perceptions of housing, health and crime were close to the information from the 'objective data. Conversely, the participants' perceptions of recreation programs did not correlate positively with the information we had on programs. There is a substantial divergence between what programs are offered in a community and what residents perceive to exist.

Figure 6: Rank Correlations of Crime, Health, Housing and Recreation Programs by Community Centre Area

	- Spearman's Rank Correlation1	- P Value2 - (Statistical Significance)
- **Crime**	- 0.58	- <0.05
- **Health**	- 0.67	- <0.01
- **Housing**	- 0.86	- <0.0001
- **Recreation Programs**	- 0.17	- <0.55

-

People's perceptions of what is available and the quality of the programs available varies between the inner city and the outer areas of the city.

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1 Spearman's Rank Correlation is a measure of association that indicates the degree to which two variables have a linear relationship

2 How to interpret the P value

"A study result whose probability value is less than 5% (P < 0.05) or 1% (P <0.01) is considered sufficiently unlikely to have occurred by chance to justify the designation 'statistically significant.'"p. Last, John 146,

2.2 Recreation Services

Data on recreation programs for individuals 0 to 18 years of age would indicate that there are a similar number of programs running in the inner city and the non-inner city.

Recreation programs for 0 –18 years by population and city area

	INNER CITY		NON-INNER CITY	
	TOTAL (0-65 YEARS)	**KIDS 0-17 YEARS)**	**TOTAL (0-65 YEARS)**	**KIDS (0-17 YEARS)**
POPULATION	107,772	25,632	555,073	126,607
PROGRAMS/1000 POPULATION	14.7	58.1	14.4	58.6

What the Subjective or Perceptual data told Us

While the objective data told us that recreation services were equally available in the inner city and in the non-inner city, the information we received from the survey told us a different story. Twenty-five percent of inner city and 41percent of non-inner city respondents rated the availability of programs as excellent to very good; 39 percent of inner city residents reported the availability of programs as fair to poor compared to 20 percent of non-inner city participants. (It will be useful to re-run this analysis using community clusters based on a demographic variables such as income and mobility.)

Survey Question: How do you rate the availability of recreation programs for youth?

Availability of recreation programs for youth by Area

	INNER CITY n = 121	NON-INNER CITY n = 610
Ex / V. Good	25%	41%
Good	36%	37%
Fair /Poor	39%	20%

Survey Question: How do you rate the quality of these services?

Quality of Recreation Services for Youth by City Area

	INNER CITY n = 100	NON-INNER CITY n = 531

Ex / V. Good	27%	39%
Good	37%	42%
Fair /Poor	36%	19%

One of the objectives of conducting this survey was to compare the objective data available to policy makers with the subjective or perceptual information gained from interviewing Winnipeg residents. For this reason, the location of the Manitoba Centre for Health Policy (MCHP) list of recreation programs were put on a map. The creation of a map with recreation programs is very useful; it shows that although the same percentage of programs exist in the inner city, they are not distributed evenly throughout the area. This uneven distribution of programs could explain why 25 percent of the inner city respondents thought they had excellent to very good programs compared to 41 percent of non-inner city participants.

Figure 7: Location of Recreation Programs for 0- to 18-Year-Olds

Number of Programs per 1000 Kids

9-42
43-52
53-61
62-85
86-106
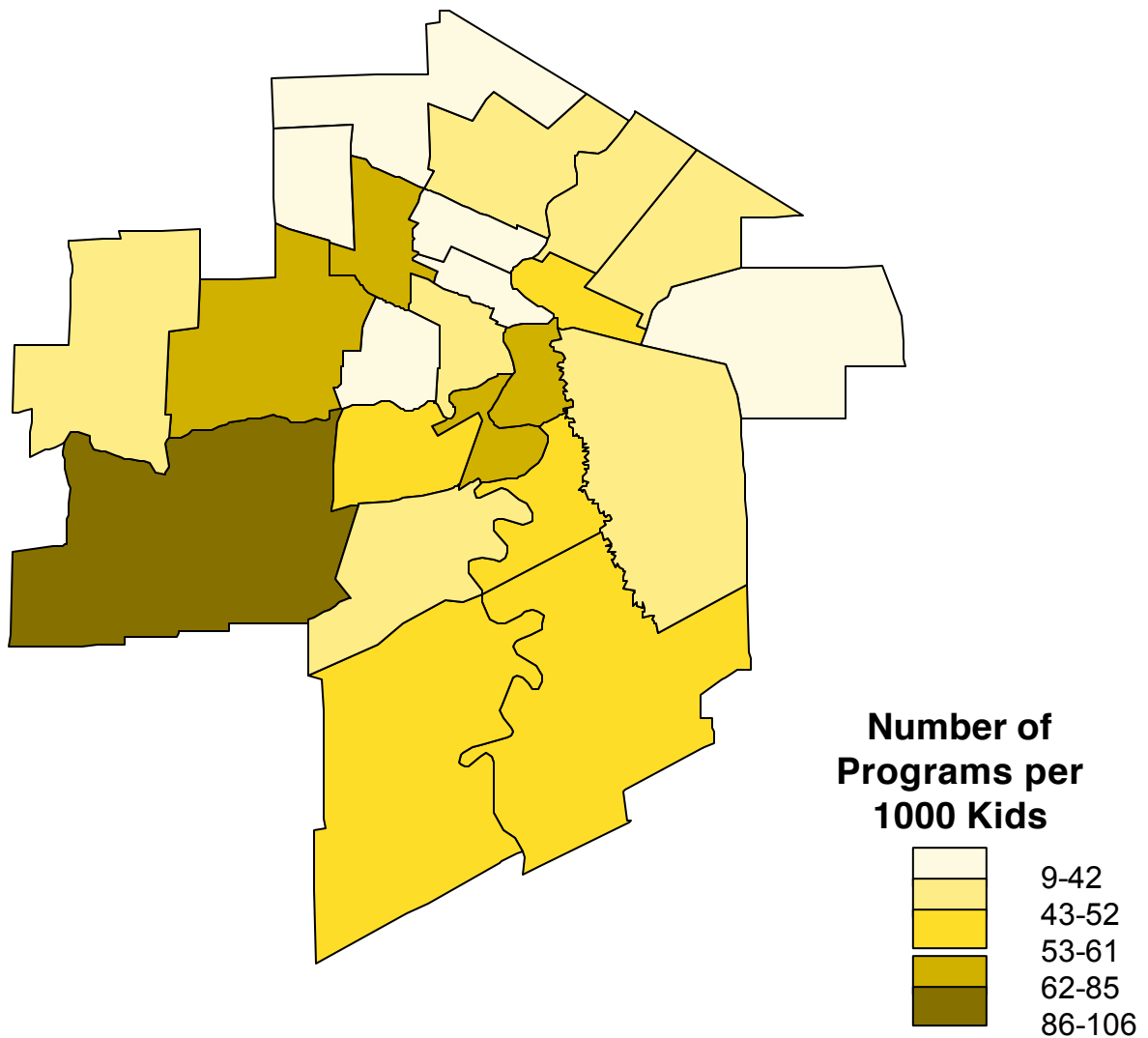
The information for this map came from the Manitoba Centre for Health Policy's Social Programs Database, which was compiled for programs running in the City during the year 2000. The area with the highest number of programs per 1000 0- to 17-year-olds contains the Rady Jewish Community Centre, which runs a large number of programs.

Use of Recreation Facilities

Each participant was asked if they had used recreation facilities/ services within the previous year. Sixty-eight percent of the inner city and 77 percent of non-inner city respondents had used recreation facilities.

Of the individuals not using recreation facilities, 11 percent of inner-city residents were involved with recreation activities in other parts of the city and 23 percent of non-inner city participants were involved with recreation activities in other parts of the city. Thirty-two percent of the inner city residents responded that they did want to be involved in recreation activities and 24 percent of non-inner city residents did not want to be involved in recreation activities. In the future, this data will be analysed with sex and age added to the analysis.

<u>Use of Recreation Facilities by Area (% of Responses)</u>

	INNER CITY n = 195	NON-INNER CITY n = 811
Yes	68	77
No	32	23

If no, why not:	n = 62	n = 186
Unaware of any recreation facilities /services in your neighbourhood	19	9
Involved with recreation facilities/ services in other parts of the City	11	23
Do not wish to be involved in any recreation facilities / services	32	24
There are none that meet your needs	20	22
Other (Cost, transportation, hours)	18	22

2.3 Participation in Voluntary Organizations

Each participant was asked if they had participated in a voluntary organization within their community centre area within the previous year. Twenty-six percent of inner city residents and 39 percent of non-inner city residents reported participation in voluntary organizations. Of the participants who said that they had not participated in a voluntary organization in their community, 15 percent of inner city residents and 25 percent of non-inner city residents said that they volunteered in other parts of the city. Thirty-two percent of inner city residents who said that they had not participated in a voluntary organization stated their lack of participation was for other reasons, such as cost, transportation or hours.

Participation in Voluntary Organizations by Area (% of Responses)

	INNER CITY n = 195	NON-INNER CITY n = 809
Yes	26	39
No	74	61

If no, why not:	n = 144	n = 482
Unaware of any voluntary organizations in your neighbourhood	26	22
Involved with voluntary organizations in other parts of the City	15	25
Do not wish to be involved in any voluntary organizations	18	17
There are none that meet your needs	9	10
Other (Cost, transportation, hours)	32	26

2.4 Educational Services

Participants were asked, "In the last year have you used the educational services in your neighbourhood, such as museums, family resource centres and drop-in programs? (libraries were to be excluded.)

Use of Educational Services

Participants were asked, "In the last year have you used educational services in your neighbourhood such as museums, family resource centres and drop-in programs (exclude libraries)? Seventy-three percent of inner city residents responded that they had used a educational service compared to 78 percent of non-inner city residents. Of the respondents that said they had not used a service, 28 percent of inner city residents stated that there were no services that met their needs compared to 19 percent of non-inner city residents.

Use of Educational Services by Area (% of Responses)

	INNER CITY n = 195	NON-INNER CITY n = 809
Yes	27	22
No	73	78

If no, why not:	n = 137	n = 597
Unaware of any educational services in your neighbourhood	26	27
Involved with educational services in other parts of the City	16	19
Do not wish to be involved in any educational services	19	21
There are none that meet your needs	28	19
Other (Cost, transportation, hours)	11	14

2.5 Winnipeg Public Libraries

Each participant was asked whether or not they had used a Winnipeg Public Library within the year prior to their opinion on the quality and availability of the service. The responses to these questions were examined in this section of the analysis. Forty-six percent of inner city participants and 50 percent of non-inner city residents without a university degree had used the library two or more times within the previous year. Sixty-one precent of inner city and 70 percent of non-inner city residents with a university degree had used the library two or more times in the previous year. (These results will be of greater interest when age and family type is added to the analysis.

Library Attendance

When all responses were included in the analysis, 32 percent of inner city residents responded that the availability of library services was Fair or Poor compared to 18 percent of non-inner city residents.

Respondents were asked how they perceived the quality of the service received at the library within the previous year. Very little difference was found between the responses of the inner city and non-inner city residents.

Question: How many times did you use the Winnipeg Public Library in the past year?

Libraries Attendance by Area and Education (% of Responses)

	INNER CITY		NON-INNER CITY	
	With a degree n = 53	Without degree n = 140	With a degree n = 230	Without degree n = 579
Never	28	44	21	38
Once	11	10	9	12
2-5 times	23	20	25	22
6 or more times	38	26	45	28

Question: How do you rate the availability of services provided by the City of Winnipeg libraries?

Availability of Libraries Services by Area and Education (% of Responses)

	INNER CITY		NON-INNER CITY	
	With a degree n = 46	Without degree n = 104	With a degree n = 208	Without degree n = 469
Ex / V. Good	57%	55%	60%	56%
Good	26%	30%	32%	34%
Fair / Poor	17%	15%8	8%	10%

Question: How do you rate the quality of these services?
(Respondents had used the library a minimum of once.)

Quality of Service at Libraries by Area and Education (% of Responses)

	INNER CITY		NON-INNER CITY	
	With a degree n = 38	Without degree N = 77	With a degree n = 178	Without degree n = 346
Ex / V. Good	63%	61%	66%	62%
Good	34%	30%	26%	31%
Fair / Poor	3%	9%	7%	7%

Library Hours and the Inner City

In order to increase our ability to analyze the information received from the participants, maps were created showing the number of hours that libraries are open by neighbourhood cluster and the location of individuals with post-secondary education. It was found that with the exception of the Central Library, which is located in the downtown area, libraries are open fewer hours in the inner city areas in which a smaller percentage of residents have post-secondary education. There is some overlap between these areas and the inner city areas found to have fewer recreation programs.

Figure 8: Library Hours and Post-secondary Education by Neighbourhood Cluster

Library Hours and Post-secondary Education by Neighbourhood Cluster

Number of Hours the Winnipeg Public Libraries are open in the Summer

Percentage of the Population Aged 15 and Over with Post-secondary Education

★ Centennial Library
▪ Other Winnipeg Public Libraries

Hours	Percentage
30 hours	17-35%
30-39 hours	35-43%
39-46 hours	43-46%
46-57 hours	46-51%
57-87 hours	51-53%
No Library	No Data
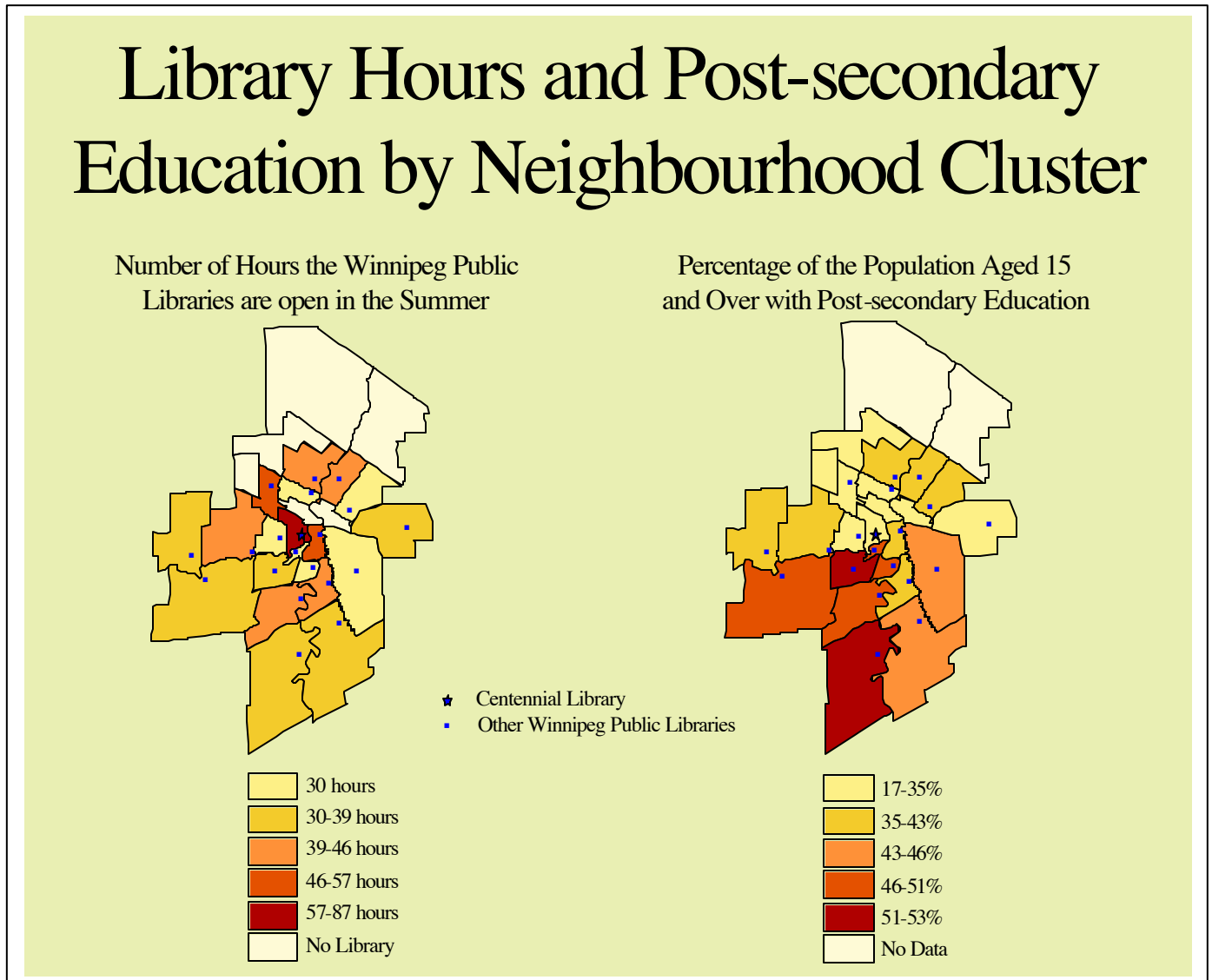
2.6 Financial Services

Participants were asked about the availability and quality of financial services in their neighbourhood. Financial services included banks, automated teller machines (ATMs) and money marts. Fifty percent of individuals with an annual household income of over $30,000.00 reported the availability of financial services as excellent or very good. Thirty-eight percent of inner city residents with a annual household income less than $30,000.00 and 24 percent of non-inner city residents reported the availability of financial services as fair or poor. Close to 40 percent of inner city and non-inner city participants reported the financial services that they receive as good.

Question: How do you rate the availability of financial services?

Availability of Financial Services by Income and City Area

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 77	> $30,000 n = 117	< $30,000 n = 232	> $30,000 n = 572
Ex / V. Good	30	35	48	50
Good	32	35	28	31
Fair / Poor	38	30	24	19

Question: How do you rate the quality of these services?

Quality of Financial Services by Income and City Area

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 70	> $30,000 n = 113	< $30,000 n = 225	> $30,000 n = 559
Ex / V. Good	31	29	39	47
Good	42	46	41	39
Fair / Poor	27	25	20	14

2.7 Shops and Services

Participants were asked about the availability and quality of shops and services in their neighbourhood. Forty-seven percent of inner city respondents and 57 percent of non-inner city respondents with an annual household income less than $30,000.00 reported the availability of shops and services as excellent or very good. Twenty-two percent of inner city residents with a annual household income less than $30,000.00 and 14 percent of non-inner city residents reported the availability of Shops and services as fair or poor.

Forty-four percent of inner city participants and 59 percent of non-inner city residents with annual household incomes over $30,000.00 rated the quality of stores in their community as excellent or very good. Twenty-one percent of inner city participants and 12 percent of non-inner city residents with household incomes less than $30,000.00 rated the quality of shops and services in their community as fair or poor.

Question: How do you rate the availability of shops and services?

Availability of Shops and Services by Area and Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 78	**> $30,000** n = 117	**< $30,000** n = 233	**> $30,000** n = 578
Ex / V. Good	47	54	57	60
Good	31	31	23	26
Fair / Poor	22	15	20	14

Question: How do you rate the quality of these services?

Quality of Shops and Services by Area and Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 77	**> $30,000** n = 117	**< $30,000** n = 230	**> $30,000** n = 572
Ex / V. Good	41	44	48	59
Good	38	45	40	35
Fair / Poor	21	11	12	6

2.8 Protection Services

The responses received from participants as to the accessibility of protection (police) services for their community varied between the inner and non-inner city. Thirty-five percent of inner city residents with incomes over $30,000.00 rated the quality of services in their neighbourhoods as excellent or very good compared to 47 percent of non-inner city residents. Thirty-four percent of inner city participants with incomes less than $30,000.00 rated quality of services as fair or poor compared to 24 percent of non-inner city residents.

Question: How do you rate the availability of protection services?

Availability of Protection Services by Area and Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000	> $30,000	< $30,000	> $30,000
	n = 72	n = 112	n = 219	n = 531
Ex / V. Good	36	35	38	43
Good	35	42	39	43
Fair / Poor	29	23	23	14

How do you rate the quality of these services?

Quality of Protection Services by Area and Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000	> $30,000	< $30,000	> $30,000
	n = 68	n = 104	n = 205	n = 497
Ex / V. Good	37	35	39	47
Good	29	44	37	40
Fair / Poor	34	21	24	13

2.9 Public Transport

Public transit was the category in which the inner city and non-inner city residence had the greatest agreement. Eleven percent of inner city and 11 percent of non-inner city residents with incomes less than $30,000.00 rated public transit as fair or poor.

Question: How do you rate the availability of public transport

Availability Rating for Public Transport by Area and Household Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000	> $30,000	< $30,000	> $30,000
	n = 74	n = 117	n = 229	n = 560
Ex / V. Good	58	67	55	57
Good	31	25	34	28
Fair / Poor	11	8	11	15

Question: How do you rate the quality of these services?

Quality Rating for Public Transport by Area and Household
Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 72	> $30,000 n = 109	< $30,000 n = 215	> $30,000 n = 510
Ex / V. Good	49	49	45	49
Good	42	41	42	38
Fair / Poor	9	10	13	13

2.10 Childcare Services

Childcare was the service category in which all participants had the greatest dissatifaction.

Preschool Childcare

Question: How do you rate the availability of preschool childcare?

Availability Rating for Preschool Childcare by Area and Household
Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 39	> $30,000 n = 52	< $30,000 n = 120	> $30,000 n = 315
Ex / V. Good	31	29	24	35
Good	36	39	39	40
Fair / Poor	33	32	37	25

Participants were asked about the availability and quality of preschool childcare in their neighbourhood. Thirty-one percent of inner city respondents and 24 percent of non-inner city respondents with an annual household income less than $30,000.00 reported the availability of preschool childcare as excellent or very good. Twenty-seven percent of inner city residents with a annual household income less than $30,000.00 and 44 percent of non-inner city participants reported the quality of preschool services as good.

(All of the responses on questions regarding childcare need to be analyzed with the responses from only households with children in them and by income.)

How do you rate the quality of these services?

**<u>Quality Rating for Preschool Childcare by Area and Household
Annual Income (% of Responses)</u>**

	INNER CITY		**NON-INNER CITY**	
	< $30,000 n = 37	**> $30,000** n = 41	**< $30,000** n = 103	**> $30,000** n = 255
Ex / V. Good	33	42	33	45
Good	27	34	44	42
Fair / Poor	40	24	23	13

School-age Childcare

Participants were asked about the availability and quality of school-age childcare services in their neighbourhood. Twenty-four percent of inner city respondents and 29 percent of non-inner city respondents with an annual household income more than $30,000.00 reported the availability of school-age childcare as excellent or very good. Thirty-nine percent of inner city residents with a annual household income less than $30,000.00 and 36 percent of non-inner city residents reported the availability of school-age childcare as fair or poor.

Question: How do you rate the availability of school-age childcare?

**<u>Availability for School-age Childcare by Area and Household
Annual Income (% of Responses)</u>**

	INNER CITY		**NON-INNER CITY**	
	< $30,000 n = 36	**> $30,000** n = 49	**< $30,000** n = 97	**> $30,000** n = 259
Ex / V. Good	28	24	25	29
Good	33	39	42	43
Fair / Poor	39	36	36	28

Thirty-one percent of inner city participants and only 20 percent of non-inner city residents with annual household incomes less than $30,000.00 rated the quality of school-age childcare in their community as excellent or very good. Thirty-two percent of inner city participants and 32 percent of non-inner city residents with household incomes less than $30,000.00 rated the quality of school-age childcare in their community as fair or poor.

Question: How do you rate the quality of these services?

Quality of School-age Childcare by Area and Household
Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 32	> $30,000 n = 38	< $30,000 n = 84	> $30,000 n = 218
Ex / V. Good	31	32	20	41
Good	37	39	48	42
Fair / Poor	32	29	32	17

Section 3:
Comfort and Perception Questions about Neighbourhood

3.1 Emotional Problems and Housing

Participants were asked if they had accomplished less at work or at other regular daily activities due to an emotional problem. When the responses were broken into geographical categories, 35 percent of inner city and 28 percent of non-inner city residents said that they had accomplished less due to an emotional problem. Next, we looked at the responses to our question on housing conditions. Forty-four percent of inner city residents rated the majority of housing in their neighbourhood as fair or poor compared to 14 percent of non-inner city residents.

Survey Question: During the past 4 weeks, have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?

Accomplished less Due To An Emotional Problem by City Area

	INNER CITY n 194	NON-INNER CITY n 805
Yes	35 %	28 %
No	65 %	72 %

Survey Question: How would you rate the condition of the majority of housing in your neighbourhood?

Housing Quality Responses by City Area

Condition of Housing	INNER CITY	NON-INNER CITY
	n 194	n 804
Ex / V. Good	17%	50%
Good	37%	36%
Fair /Poor	46%	14%

Housing and Emotional Health

Interest was expressed in examining the condition of housing in a neighbourhood and emotional health. We looked at the location of individuals who reported emotional problems within the four weeks prior to completing a survey and their responses about housing conditions in their community. It was found that individuals who thought that their housing was of poor quality, in particular, those participants living in the inner city, were more likely to have experienced emotional problems. Of the people who experienced emotional problems, 53 percent of inner city residents and 16 percent of non-inner city residents classified the housing in their neighbourhoods as being in fair or poor condition. (No conclusions can be drawn from a one-point-in-time survey about cause and effect.)

Question: Did the respondents who answered Yes on the mental health question give different answers to the housing question than those who answered No?

ACCOMPLISHED LESS DUE TO AN EMOTIONAL PROBLEM

HOUSING RESPONSES	INNER CITY		NON-INNER CITY	
	Yes (194)	No (65)	Yes (223)	No (575)
Ex / V. Good	9 %	22 %	43 %	53%
Good	38 %	37%	41 %	34%
Fair /Poor	53 %	41 %	16 %	13%

3.2 Neigbhourhood Comfort

A series of questions were asked of each participant about how comfortable they felt in their neighbourhood. This series of questions needs to be analyzed with the neigbourhoods clustered by mobility and employment.

Comfort with Participation at a Block Party

Participants were asked how comfortable they would be participating in a block party in their neighbourhood. Block parties necessitate a willingness to make 'small talk' with the individuals who attend the block party. Twenty-six percent of inner city respondents and 41 percent of non-inner city respondents with an annual household income less than $30,000.00 reported that they would be very comfortable in participating in a block party.

How comfortable would you feel participating in a neighbourhood project (block party)?

Comfort with Participating in Block Party by Area and Household Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 72	> $30,000 n = 111	< $30,000 n = 212	> $30,000 n = 562
Very Comfortable	26	35	41	43
Comfortable	46	49	43	45
Somewhat Uncomfortable	20	12	10	8
Uncomfortable	7	4	4	3
Very Uncomfortable	1	0	2	1

Comfort With Contacting Neighbours During a Crisis

Participants were asked how comfortable they would be contacting a neighbour during a crisis. Twenty-five percent of inner city respondents and 39 percent of non-inner city participants with an annual household income less than $30,000.00 reported that they would be very comfortable in contacting a neighbour during a crisis; 12 percent of inner city residents with an income less than $30,000.00 said that they would be very uncomfortable.

How comfortable would you feel calling on your neighbours during a crisis?

Comfort with Your Neighbours During Crisis by Area and Household Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 75	> $30,000 n = 113	< $30,000 n = 225	> $30,000 n = 573
Very Comfortable	25	30	39	45
Comfortable	32	48	40	37
Somewhat Uncomfortable	23	15	13	11
Uncomfortable	8	6	4	4
Very Uncomfortable	12	1	4	3

Comfort with Approaching Neighbours for Help

How comfortable would you feel approaching your neighbours if you needed help?

Comfort with Approaching Your Neighbours For Help by Area and Household Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 75	> $30,000 n = 115	< $30,000 n = 227	> $30,000 n = 573
Very Comfortable	19	29	37	46
Comfortable	38	43	40	36
Somewhat Uncomfortable	24	16	13	10
Uncomfortable	12	9	6	4
Very Uncomfortable	7	3	4	3

Participants were asked how comfortable they would be approaching a neighbour for assistance to complete a task such lifting an object. Fifty-seven percent of inner city respondents and 77 percent of non-inner city respondents with an annual household income less than $30,000.00 reported that they would be comfortable or very comfortable in requesting assistance, and 19 percent of inner city residents with an income less than $30,000.00 said that they would be uncomfortable or very uncomfortable. (See table ?)

Comfort with Walking in Neighbourhood at Night

Participants were asked how comfortable they would be walking in their neighbourhood at night. Fifty-eight percent of inner city respondents and 75 percent of non-inner city respondents with an annual household income greater than $30,000.00 reported that they would be comfortable or very comfortable walking in their neighbourhood at night. Twenty-three percent of inner city residents and nine percent of participants with an income greater than $30,000.00 said that they would be uncomfortable or very uncomfortable walking in their neighbourhoods at night.

How comfortable do you feel walking in your neighbourhood at night?

Comfort with Walking in Your Neighbourhood at Night by Area and Household Annual Income (% of Responses)

	INNER CITY		NON-INNER CITY	
	< $30,000 n = 73	> $30,000 n = 116	< $30,000 n = 225	> $30,000 n = 575
Very Comfortable	12	23	20	38
Comfortable	34	35	34	37
Somewhat Uncomfortable	19	19	19	16
Uncomfortable	17	11	13	4
Very Uncomfortable	18	12	14	5

Appendix B

Health Canada has proposed a framework of 12 key determinants of health. The Manitoba Centre for Health Policy has collected a number of databases containing information for looking at these determinants at a community level.

Determinant	Indicators Available to the MCHP
1. Income and social status	- Income quintiles - Socioeconomic Factors Index - Material deprivation
2. Social support networks	- Location of programs in 2001 - Social service data (income support, etc.) - Winnipeg Quality of Life Project (WQL)
3. Education	- Census data - Education data (standard test scores, highschool drop out, special ed)
4. Employment and working conditions	- Census data - e.g. employment by type
5. Social environments	- Program data - Crime data - WQL - Census data (mobility)
6. Physical environments	- Green space - Population density - Housing data - WQL
7. Biology and genetic endowment	- Maternal Serum Screening (PKU)
8. Personal health practices and coping skills	- Recreation Programs - Child Health Programs - Prenatal Visits
9. Healthy child development	- Low birth weight -.Accidents/injuries/suicide -teen age pregnancy -chronic disease (diabetes,asthma)
10 Health services	- Health services data - immunizations/ continuity of care
11. Gender	- Most of our indicators are available by sex
12. Culture	- Census (language, ethnicity)